



## Complaints Policy

**TheLightBulb** seeks to provide its clients with the best possible service across the whole range of our activities and in doing so it is our policy to:

- respond swiftly to any complaints and within realistic timescales dependent on nature of the complaint
- ensure that the procedure operates without fear of recrimination or retribution against the complainant
- use feedback received about services or facilities to continually improve our service
- monitor the types and numbers of complaints we receive to identify any trends and/or problem areas and put actions in place to stop these happening again
- not process any anonymous complaints as these do not allow us to implement resolutions

It is our policy that the complaints procedure:

- is accessible and well-publicised;
- is simple to understand and use;
- allows speedy handling with established time limits for action and to keep people informed of progress;
- ensures a full and fair investigation without recrimination;
- encourages reconciliation;
- respects people's desire for confidentiality;
- addresses all the points at issue and provides an effective response and appropriate redress;
- provides information to management so that services can continually be improved.

For additional information please see the complaints procedure on the following page.

<b>Responsible person</b> Suzanne Tilling Managing Director	Revision Date: 01/04/2022 Next Review Due: April 2023	Rev. No. 8	Reviewer's Initials: ST
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## Complaints Policy

### Complaints Procedure

#### 1. What is a complaint?

- 1.1 A complaint arises when someone feels that an aspect of our service to them is unsatisfactory and should be investigated therefore it is not solely for use by clients but can be accessed by anyone.
- 1.2 It is expected that many concerns can be resolved at the point at which they arise by the person directly concerned, overcoming the need to formally record a matter of complaint.
- 1.3 This complaints procedure is not intended for appeals against the decision of an Independent Assessment Authority, or for matters related to unacceptable social behaviour by a member of staff or associate (please refer to the relevant Grievance Procedure). Any complaint with regard to assessment practice must be made through the appeals procedure as laid out by the awarding organisation.

#### 2. What is the procedure?

- 2.1 Initially the client or complainant should try to resolve the issue directly with the relevant member of staff.
- 2.2 Should the complainant feel that the matter has not been satisfactorily resolved then they can speak to any member of staff to raise an official complaint. The member of staff concerned will become the complaint handler and will complete the front page of the complaint form. They will request full details in writing from the complainant which will be attached to the form and then passed to a director.
- 2.3 The Director will assign a reference number to the complaint and initiate an investigation involving relevant personnel. During this investigation period the Director or other member of staff may communicate further with the complainant.
- 2.4 Once the full investigation has been carried out resolution actions will be discussed with the complainant and implemented. We intend for this to happen within 10 working days.
- 2.5 Dependent upon the nature of the complaint it may be necessary to design and then implement preventative measures to ensure further complaints of the same nature are not received.
- 2.6 Once the investigation has taken place and findings sent to the complainant the director will close the complaint.
- 2.7 The complaint and all accompanying documentation is filed in the Complaints/Non Compliance folder
- 2.8 For all SSU or SSW programmes funded by TWIN if the complaint has not been resolved to the satisfaction of the client then you have the right to complain to TWIN before escalating to the ESFA (step 2.9). You will need to co-operate with any investigation carried out by TWIN and act on any recommendations made by

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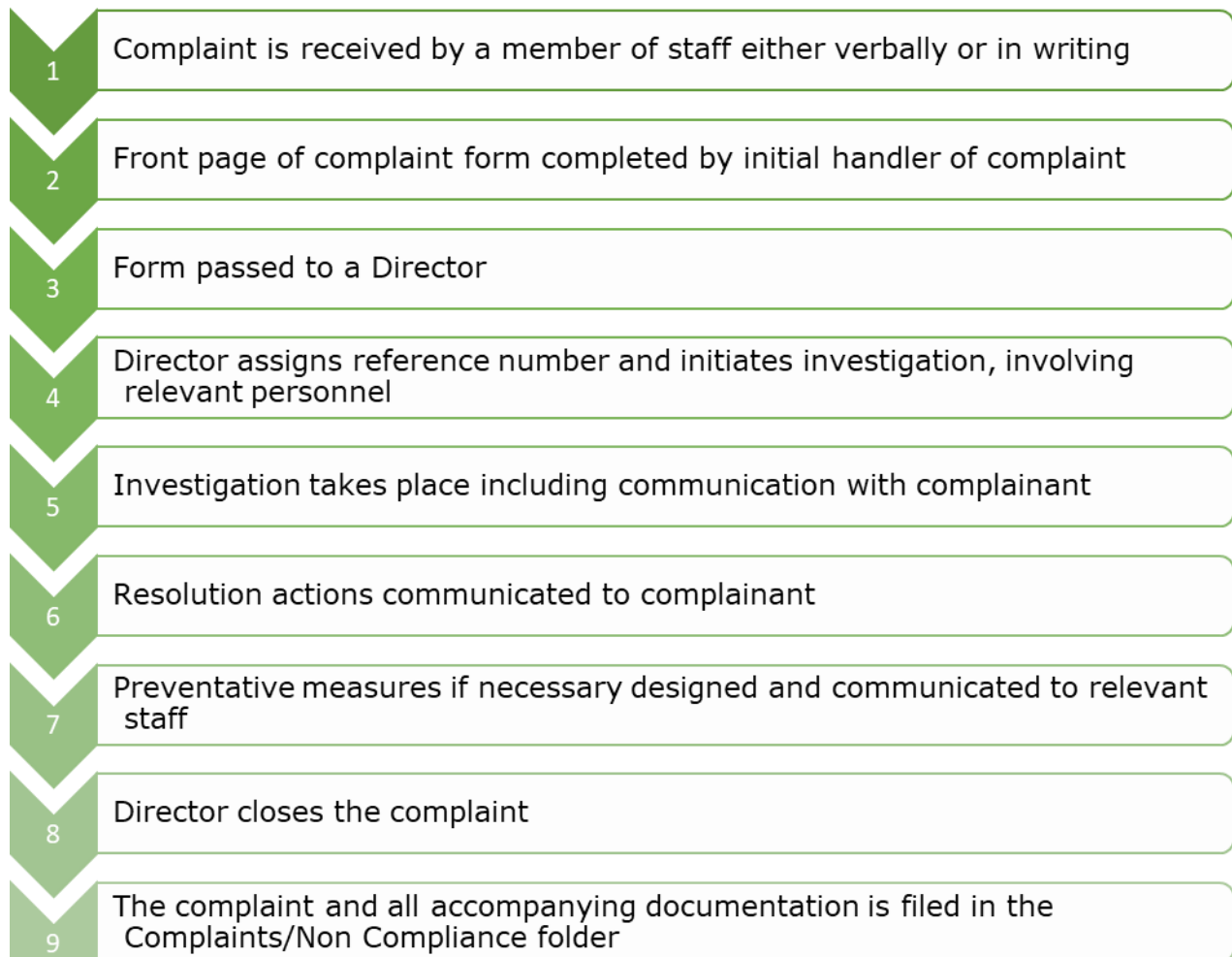


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them following the investigation. Complaints to TWIN should be made in writing either via email to [TETfeedback@twin.com](mailto:TETfeedback@twin.com) or to Complaints Twin Group, First Floor, 12 Lambarde Square, The Greenwich Centre, Greenwich, London, SE10 9GB.

- 2.9 If the client is unhappy with the outcome and it is an ESFA funded course or apprenticeship then they can complain to the Education and Skills Funding Agency (ESFA) about how the complaint was handled. They must contact the ESFA within 3 months of getting a decision from TheLightBulb Limited and can get full information on how to make a complaint at this website [www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure](http://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure) or use this link [Complaints procedure - Education and Skills Funding Agency - GOV.UK \(www.gov.uk\)](#). For apprenticeship delivery then you would contact the Apprenticeship helpline email: [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk) Telephone: 0800 015 0400 8am to 10pm, 7 days a week.
- 2.10 If the customer is unhappy with the ESFA response they can write to the complaints adjudicator: Complaints Adjudicator, Legal and information compliance, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry CV1 2WT.

For further information please see the relevant flow chart.



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